REFERRAL FILE SERVICE: CONTENTS CHECKLIST FOR COMPONENT REFERENCE FILE

LEFT SIDE

RIGHT SIDE

1. COMPONENT PROFILE

    a. CP Summary Card

    b. Data Element Collection
        Sheet

2. Documentation

    a. Organizational Chart

    b. Reading Requirements

    c. Analysts and Assignments

    d. Filing Guide

    e. CGS Requirements

    f. Other:

1. FILE PROFILES

    a. FP Summary Cards

    b. Data Element Collection
        Sheets

2. Analysis of Documentation (to
      be done as needed)

    a. Mission and Responsibilities --
        Index

    b. Reading Requirements -- Index

    c. Analyst Assignments -- Index

    d. Raw/Annotated Indices to Files

    e. Other:

ANNEX 5: COMPONENT REFERENCE FILE (CRF): CONTENTS CHECKLIST

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PROJECT CHIVE

REFERRAL FILE SERVICE (RFS):

SYSTEM DESIGN

by

25X1A

CHIVE/W-14-67
15 May 1967

CENTRAL INTELLIGENCE AGENCY

DIRECTORATE OF INTELLIGENCE
OFFICE OF CENTRAL REFERENCE

DIRECTORATE OF SCIENCE AND TECHNOLOGY
OFFICE OF COMPUTER SERVICES

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REFERRAL FILE SERVICE (RFS):

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GROUP I
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CHIVE/W-14-67
15 May 1967

Reference: CHIVE/T-1-67
15 Feb. 1967

REFERRAL FILE SERVICE (RFS):

SYSTEM DESIGN

I. Introduction

Project CHIVE's immediate design objective in under-taking the establishment of a referral service is to develop access to specialized files and to knowledgeable analysts wherever they are found, and so to support central reference services in making optimum use of Agency resources, beginning with Communist China.

In the referral process as it now operates, an information seeker is passed informally from hand to hand until he finds himself in the right hands to service his inquiry. The process provides the incidental benefit of maintaining a broad awareness of what is going on and of what can be undertaken. The casual and time-consuming nature of the process can be elimi-nated, however, by offering direct referral to requesters, basing the service on adequate indices of files and analyst resources. A three-way referral transaction is envisaged, in which an OCR information analyst will have the information at hand with which to refer a requester, in most cases, directly to the person who can actually help him. At the same time, the directory (bound) or file (unbound) that will be produced to sup-port this service need not be so specialized that only trained information analysts can use it.

The initial China package on CIA resources will be a set of aids maintained in both published and file form. A subject index will direct the user to summaries of relevant information on a) file-holding components and b) their respective files. The file medium for these

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summaries will take the form of some 300 to 400
5 x 8-inch data summaries. The subject index will
avoid the problem of vocabulary control initially by
reliance on terminology provided by components. When
the outline of a common vocabulary emerges from col-
lation of such terminology, the elimination of unnec-
essary vocabulary will become practical.

The ability to handle queries against CIA resources
for Communist China is the first design goal of the
system. Beyond that point further development will:
a) proceed toward worldwide coverage and b) utilize
the potential of a computer-based file. Future con-
sideration should be given to broadening the data base
as well as the range of services of the system. However,
the amount of effort that should be directed to these
areas will depend on user acceptance and on the efficacy
of the initial system.

II. Information Base for Referrals

About ▆▆ components in CIA control accessible files
of substantive importance on Communist China. These
files are probably located in about ▆▆ branches and
sections. Total holdings of reference materials--raw
documents, data files, translations, open shelf holdings,
and special collections--can be classified into probably
▆▆▆▆▆▆ files (see Figure 1). A total of about ▆▆
people maintain and use these files (excluding persons
in DDP and DDS). Of that number about ▆▆ appear to
devote most of their time to Communist China. A number
of analysts also cultivate rare specialties and hobbies
which constitute a resource unrelated to files and to
component missions.

Files vary radically in size, activity rate, quality,
time-frames, consistency in filing procedures, relia-
bility of retrieval, and ease of access. Most "analyst
files"--those maintained by individuals from memory and
worked by browsing--can be described as subfiles of
overall branch holdings. Collection of standardized

information on this variety of holdings should be
facilitated by the definition of a file adopted for
RFS purposes. This definition states that a file is
any logical or potentially logical first-order sub-
division of a component's total reference holdings.

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The ████████ component-held files on Communist
China probably include ████████ principal raw document
files of relatively large magnitude or of well-controlled   25X1A
small magnitude. Probably an equal number of more
specialized documentary files exist, a number of data
files (many obsolescent), several outstanding collections
of open-shelf holdings (translations, reference books,
rarities), and undoubtedly a few surprises. In addition
to any data files, each component probably averages
four to five generalized files of the above types.

Much of the documentary trove in the above types
of files lacks filing keys. This situation is toler-
able because most analysts do their own filing without
assistance from the clerical force.

Many components have well-ordered functionally-
arranged holdings, in which only a few folders may
apply to China. These may require only partial profil-
ing now. Early study of the overall structure and
contents of such files, however, will be valuable in
anticipation of later extension of RFS coverage.

III. Component Support for a Referral Service

Members of the OCR User Study Group and staff
officers at various echelons in CIA will be approached
for assistance in the swift and orderly dissemination
and collection of questionnaires for component and file
profiles. Visits to all components may not be necessary.

Some components may be initially apprehensive over
possible increases in workloads resulting from referrals.
Others will suspect that they are in the process of
being made accountable to OCR for the state and content
of their files, just as they are somewhat accountable
to Records Management for the size of their files. When

these reservations are dispelled, many components will probably find in the RFS project an incentive to improve the structures, accessibility, and reliability of their files. Components will be furnished assistance in file improvement if they request it.

OCR users of the RFS Directory/File will need to match resources to requester needs at varying levels of substantive sophistication and urgency, if the service is to rise above a mere "1:1" process of mechanical matching of requests to files. It will often be inadvisable to refer all requesters to the same "best possible" sources of information. Multiple resources will be needed for subjects of relatively common interest if resource component goodwill is to be retained.

IV. Data Base for Design Elements

To facilitate preparation of data summaries on components and files, a pair of dual-purpose questionnaire/data-assembly forms have been prepared for data collection, collation, and filing. These "Data Element Collection Sheets" are appended to this paper.

For component descriptions, information sought covers supervisory control and relationships, access, specialization, service policy, analyst identification, and file identification.

For file descriptions, information sought for each file covers responsible analysts, basic physical characteristics, brief narrative descriptions, and selected key terminology for quick reference and indexing.

Back-up information sources include:

a. China Task Force, "Intelligence Organizations and Specialists Employed Against Communist China;"

b. various lists, guides, and keys to personnel resources as supplied by offices and divisions;

c. reading requirements levied against OCR; and

d. collection requirements levied against CGS.

For indexing, the data base will be the terminology appearing in component and file profiles themselves, backed up by terminology selected from file keys and requirements lists. Follow-up telephone calls and visits may be necessary. In a few cases OCR personnel may be welcomed into the branches to compile file keys directly.

V. Design Elements

Component Profile (CP)

The "Component Profile" is a 5 x 8-inch summary of data on a single file-holding component. It will carry in abbreviated form the content of a 2-page "Data Element Collection Sheet" submitted by the component or, if need be, prepared within OCR. For file use the CP will be reproduced on a standard form printed on the bottom half of an 8 x 10-inch sheet of quality paper, and then folded to 5 x 8-inch size. This will leave the upper half of the sheet available for later OCR use---collection of referral experience, display of codified terminology, recording of processing data, and the like. For the directory, these profiles can be reproduced 2 or 3 to a page.

File Profile (FP)

For every file identified on a CP card a separate FP will be prepared on a single 5 x 8-inch card of standard printed format. It will contain in abbreviated form the content of a 1-page "Data Element Collection Sheet" on which file holders will have submitted data. In the bound directory, File Profiles will follow the applicable component Profile, serially according to the OCR Requester Organization (R.O.) Code. In file use, the profiles can be kept in serial order or rearranged at user option.

Subject Index

Indexed terms will lead the user directly to a unique file number. The file number will be that of the OCR Requester Organization Code, with two digits added

to the component number to identify files. An imaginary
example is as follows:

Sociology	901234.04	1
Supervision	123456.01	2
Suspenders	098765.02	3
Swivels (guns)	345678.01	4
Swivels (prod engnrng)	876543.01	5

The final digit is an experimental annotation describ-
ing the quality of coverage offered for each topic by
the component. A suggested annotation scheme was included
in the instructions to the file profile data sheet, in
the hope that it might be acceptable to reporting com-
ponents and workable in RFS practice.

The annotation scheme is as follows:

1	Adequate for primary referral
2	Adequate for secondary referral
3	Special interest
4	Historical value only
5	Marginal

The index cards to be prepared for this index will
contain many unused columns which can be reserved for
later use.

Index size, if excessive, poses a hazard to user
acceptance of the file/directory. The various sources
of file information listed above will provide a select
and adequately specific vocabulary for each component
that need average, perhaps, no more than 60 terms each.
Much more vocabulary will be available in the Component
Reference File (see below). On the basis of 60 words
each, about 5,000 words for indexing will emerge from
profiling of about 80 components. Specificity will be
such that no more than one additional telephone call
should be needed to reach the required level. Redundancy
will be minimal and volume acceptable.

Component Reference File (CRF)

A dossier-type file, the CRF, will back up the data summaries accumulated in the directory/file. This will house the data sheets on which the summaries will have been based, as well as all backup information. It will serve for reference use by OCR information analysts when data summaries are inadequate. It will also be the basis for research and maintenance directed toward improvement and updating of the directory/file.

VI. Maintenance

Each data sheet and data summary card contains space for indicating the state of maintenance, according to whatever time schedule may finally be appropriate.

The basic maintenance tool will be the OCR requester organization code. This number is to appear on every data summary and Data Element Collection Sheet, on every item filed, on every index entry, and attached to every organizational cross-reference.

Maintenance will be accomplished by the following methods:

    A. Piecemeal Maintenance

        1. Voluntary submission of new information by resource components

        2. Discovery by information analysts of errors, followed by call for revision of data

        3. RFS alertness to organizational changes and to analyst reassignments as they are reported through channels

    B. Systematic Maintenance

        Periodic resubmission of data sheets and some file materials to components for revision and updating.

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The initial revision procedure will probably be the following:

A. Removal of obsolete material, insertion of new in CRF

B. Preparation of revised data sheets by manual methods

C. Manual correction and reissuance of data summaries

D. Machine retrieval of index records for elimination, correction, and updating

For administrative control of the maintenance process, an annotated copy of the Requester Organization Code will probably be sufficient.

VII. Searching and Query Procedures

The sequence of steps in OCR in response to inquiry against the RFS could be as many as seven:

1. Acceptance of request and entry on RFS Report/Evaluation Form (A special form is planned; see VIII below)

2. Information search in directory/file and in CRF

3. Resource component contact, if needed

4. Security, control, or liaison officer contact, if needed

5. Direction of requester to proper analyst or component for assistance

6. Dispatch of copies of completed RFS report/ evaluation form to specified addresses

7. Receipt from requester of report/evaluation form and transmission to proper point within OCR
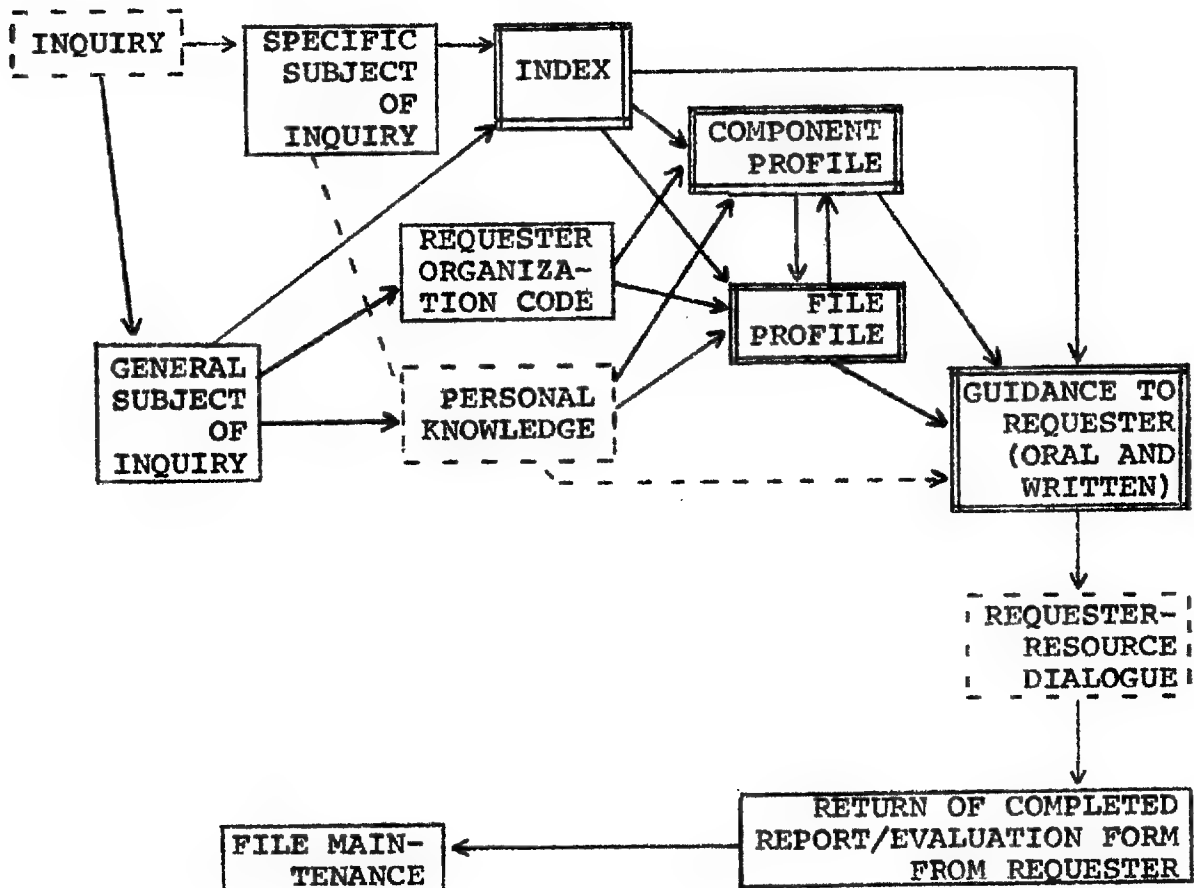
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The long route of specific search leads via (1) the
index to (2) a file profile, thence to (3) a component
profile for check of working circumstances, followed by
(4) referral itself. The shortest route of generalized
search leads via (1) the OCR Requester Organization (R.O.)
Code number of a known component to (2) either component
or file profiles, followed by (3) referral. Some users
may tend to make general referrals via casual component
contact rather than attempt to use the index. (Obviously,
all users should exploit the index to the point that
they can issue calls for its improvement, along lines
suggested by working experience, until a reliably
machinable instrument is developed.)

The following are the alternative paths of query:

VIII. Response and Control Procedures

A multi-purpose request/report/evaluation form in multiple copies, modeled generally on the OCR Library Form 1395, will hold together the elements of the transaction and will facilitate feedback. Direct reporting on referrals to the RFS control officer immediately after completion of the transaction is desirable. Passage of an evaluated report form from the requester back to the information analyst, and from the information analyst to the RFS control officer, is also desirable. The report form should be so designed that it will function as an "early warning system" to detect deterioration in the referral service itself, changing market needs, overuse of RFS attributable to unrecognized trouble elsewhere in the central reference system, and design weaknesses.

No report and evaluation form has yet been designed, but the desirable data elements can be tentatively listed as follows:

Referral File Service Report Form

1. Copies: 1 to requester for retention
2 to requester for evaluation and return to OCR
3 to resource component for retention
4 to RFS control officer
5 to record

2. Header Information: Date, request number, time request received, time request answered, classification, special controls

3. Request: Name, extension, and location of requester; component; statement of query; background information volunteered; other suggestions to RFS

4. OCR Response: Individuals or components to which referred, with phones, locations; files, services, information, and facilities available to requester; contact instructions if any

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5. Evaluation of Service (by requester):
    Did you need: primary source, secondary source,
                   information checkout, precautionary
                   search, other
    How urgent was your need: priority/routine/
                   deferrable
    How useful was RFS service: timeliness/understanding
                   of the request/adequacy of results/
                   comments

6. OCR Comment:

Usually this form will be filled out in CHIVE.
Requesters will be sent two copies and encouraged to
return one copy with their evaluation of the service
received (section 5). They may also use the form to
initiate a request by filling out section 3.

Initially, all referrals should be monitored. Later,
reliable sampling procedures should be initiated. The
RFS control officer should receive the evaluated report
forms returned by the requesters through the individual
who serviced the request.

In his review, the control officer should consider
whether:

(1) new trends in requester needs have appeared
    or have become more evident;

(2) requesters felt needs were satisfied;

(3) requester's actual needs were actually satisfied;

(4) referral was a hardship on anyone for any
    reason;

(5) use of the service was properly coordinated
    with use of other CHIVE and OCR systems;

(6) any part of the activity that took place after
    referral, if known, could have been incorporated
    into the OCR-guided referral transaction itself;

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(7) any new information suitable for addition to the RFS or CHIVE systems has appeared;

(8) any new problems in satisfying future referral requests can be anticipated;

(9) new resources for referral duly noted.

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OCR/CHIVE REFERRAL FILE SERVICE (RFS)

COMPONENT PROFILE: DATA ELEMENT COLLECTION SHEET

INSTRUCTIONS: (1)   THIS DATA ELEMENT COLLECTION SHEET WILL BE THE
DATA BASE FOR AN INFORMATION SUMMARY IN 5X8-INCH FORM.   PLEASE COUCH
ANSWERS IN A FORM THAT WILL ASSIST AN OCR INFORMATION ANALYST TO
UNDERSTAND YOUR COMPONENT'S PROBLEMS IN SERVICING REQUESTERS WHO
MIGHT BE REFERRED TO YOU BY THIS MEANS.   (2)   IF THIS SHEET HAS BEEN
SUBMITTED TO YOU IN PARTIALLY COMPLETED FORM, PLEASE EDIT, CORRECT,
AND COMPLETE IT IN A FORM THAT PROVIDES A SATISFACTORY PROFILE OF YOUR
COMPONENT AS YOU VIEW IT.   (3)   DUPLICATE FORMS CAN BE USED FOR RE-
TYPING OF DRAFTS.   (4)   IF CERTAIN QUERIES ARE UNUSUALLY DIFFICULT TO
ANSWER, THEY MAY BE SPECIFICALLY INAPPLICABLE TO YOUR COMPONENT.   IF
SO, PLEASE ANSWER "N.A."   (5)   CODE NUMBERS (SEE 1E, 4A) ARE THOSE OF
THE NEW OCR REQUESTER ORGANIZATION CODE, A 6-DIGIT CODE, AND WILL BE
ADDED BY OCR.   THIS CODE IS EXPANDIBLE AND WILL PROVIDE UNIQUE NUMERICAL
DESIGNATORS FOR EACH FILE OF EACH COMPONENT.   (6)   PLEASE ADDRESS IN-
QUIRIES FOR ASSISTANCE OR FOR FURTHER INFORMATION TO THE OCR/CHIVE
REFERRAL FILE SERVICE TASK TEAM ███████████████████, ROOM 2G40
HEADQUARTERS, X6604.

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1.   ORGANIZATION

   1A   COMPONENT NAME, ABBREVIATION

   1B   ROOM NUMBER, BUILDING

   1C   SUPERVISOR

   1D   PHONE NUMBERS ((BLACK),   (RED),   (GREY),   (GREEN)

   1E   SUBORDINATE UNITS (E.G., BRANCHES OF A DIVISION), CODE NOS.

2.   SPECIALIZATION

   2A   REGIONAL

   2B   FUNCTIONAL

   2C   RESPONSIBILITIES AND PRIORITIES

   2D   PUBLICATIONS (TYPES, SERIES; NOT REPORT TITLES)

   2E   OVERLAPS WITH OTHER COMPONENTS (= IDENTIFICATION OF
        RELATED SUBSTANTIVE INTERESTS):
        (1)   RELATED TO PROFESSIONAL SPECIALIZATION (E.G., ENGINEER-
              ING):

        (2)   RELATED TO INTELLIGENCE MISSION (E.G., MILITARY
              ENGINEERING IN CHINA):

                                        ┌─────────────────────────┐
                                        │ CODE NO: │
                                        └─────────────────────────┘

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COMPONENT PROFILE: DATA ELEMENT COLLECTION SHEET (2

3. GUIDANCE FOR REFERRAL USE

    3A SERVICE POLICY AND SERVICE PRIORITIES AS THEY RELATE TO
        OTHER THAN PRINCIPAL CUSTOMERS

    3B INTERNAL DIVISION OF REGIONAL OR FUNCTIONAL RESPONSIBILITIES
        BETWEEN INDIVIDUAL ANALYSTS, WITH THEIR NAMES AND PHONE NOS.

    3C OTHER PERSONS WITH INDEPENDENT FILE ACCESS

4. FILES (= FIRST-ORDER SUBDIVISIONS OF ALL DOCUMENTARY REFERENCE
   HOLDINGS, CHIEFLY DOCUMENTS, SPECIAL DATA FILES, TRANSLATIONS,
   PAMPHLETS, BOOKS AND PERIODICALS. TREAT SINGLE-DRAWER OR DOUBLE-
   DRAWER ANALYST FILES AS "SUBFILES" OF THE COMPONENT DOCUMENTARY
   FILE UNLESS PHYSICAL OR LOGICAL FEATURES MAKE THEM UNIQUE.)

    4A LIST FILES BY "NAME" WITH CODE NUMBER

    4B ATTACH FILE-FOLDER-HEADING LIST OR OTHER KEY TO FILES, WITH
        NAMES OF ANALYSTS RESPONSIBLE FOR EACH FILE OR SUBFILE.
        (IF NO LIST OR KEY EXISTS, THE RFS TASK TEAM WILL ASSIST
        YOU IN PREPARING ONE.)

----

5. COMPONENT PROFILE MAINTENANCE DATA:
    5A VALIDITY DATE FOR THIS DATA SHEET
    5B SCHEDULED REVIEW DATE
    5C COMMENT

CODE NO:

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ANNEX 1:
COMPONENT PROFILE:
DATA ELEMENT COLLECTION SHEET

. OCR/CHIVE REFERRAL FILE SERVICE (RFS)

FILE PROFILE: DATA ELEMENT COLLECTION SHEET

INSTRUCTIONS: (1) A 5X8-IN. INFORMATION SUMMARY, THE "FILE PROFILE," WILL BE PREPARED FROM THIS DATA SHEET FOR EACH FILE IDENTIFIED ON THE "COMPONENT PROFILE." (2) IF A DESK-DRAWER FILE IS A UNIQUE PART OF COMPONENT HOLDINGS SOLELY BECAUSE OF SUBJECT MATTER, PLEASE IDENTIFY IT AS A SUBFILE OF THE PRINCI-PAL DOCUMENTARY FILE. (3) INDICES TO FILE RESOURCES WILL, SO FAR AS POSSIBLE, UTILIZE TERMINOLOGY OF THE HOLDERS AS FURNISHED IN THIS DATA SHEET AND IN FILE KEYS (QUESTION 3E). (4) VOLUNTARY ANNOTATION OF FILE KEYS WOULD BE HELPFUL. THE FOLLOWING CHECK-LIST IS SUGGESTIVE OF EVALUATIONS THAT WOULD HELP SUPPORT EFFEC-TIVE REFERRAL SERVICE: 1 ADEQUATE FOR PRIMARY REFERRAL 2 ADEQUATE FOR SECONDARY REFERRAL 3 SPECIAL INTEREST (NOTE WHY) 4 HISTORICAL VALUE 5 MARGINAL.

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OCR/CHIVE REFERRAL FILE SERVICE (RFS)

FILE PROFILE: DATA ELEMENT COLLECTION SHEET

1. IDENTIFICATION AND USE
    1A NAME OF FILE (APPEND NAMES OF SUBFILES, IF ANY)

    1B LOCATION, PHONE NOS. (BLACK, RED, GREY, GREEN)

    1C KEY ANALYST(S)

    1D ACTIVITY LEVEL: ☐ REGULAR ☐ IRREGULAR ☐ OTHER
    1E USE RESTRICTIONS

2. PHYSICAL CHARACTERISTICS
    2A TYPE ☐ DOCUMENTS ☐ DATA (I.E., TRANSCRIBED TO STANDARD FORM)
    2B SIZE ☐ UNDER 2 FT^3 ☐ 2 TO 8 FT^3 ☐ OVER 8 FT^3
    2C UNIT RECORD: ☐ FILE FOLDER ☐ 5X8 IN.
                     ☐ PAMPHLET FILE ☐ IBM CARD ☐ SHELF, BOOKCASE
                     ☐ OTHER. (IF SO, PLEASE DESCRIBE.)

3. CONTENT AND COVERAGE
    3A TIMEFRAME

    3B GENERAL NATURE

    3C SPECIALIZED OVERALL FEATURES, UNIQUE CONTENT FEATURES (E.G.,
       RARE MATERIAL ON SPECIFIC SUBJECT OF INFREQUENT INTEREST)

    3D GAPS; OTHER CAUTIONARY INFORMATION

    3E IS FILE KEY OR OTHER FILING/RETRIEVAL
       AID BEING FURNISHED? IF NOT, CAN
       SUCH A KEY BE PREPARED?

4. TERMINOLOGY
    4A SELECTED TERMS FOR QUICK USER REFERENCE (OCR WILL EDIT;
       ADD TERMS NOT PREVIOUSLY USED, IF NOT FOUND IN FILE KEY, AND
       IF THEY WOULD FACILITATE REFERRAL TO VALUABLE HOLDINGS)

    4B (OCR USE)

---

5. FILE PROFILE MAINTENANCE DATA: | CODE NO: |
    5A VALIDITY DATE
    5B SCHEDULED REVIEW DATE
    5C COMMENT   S-E-C-R-E-T
                        (WHEN FILLED IN)

ANNEX 2:
FILE PROFILE:
DATA ELEMENT COLLECTION SHEET

RFS:	COMPONENT PROFILE	UNCLASSIFIED	CONFIDENTIAL	SECRET	T.S.	CW	DONE BY	CODE NUMBER
1AB	ORGANIZATION: NAME/ABBREV./RM. NO./BLDG.						1E	SUBORDINATE UNITS/CODES
1CD	SUPERVISOR/PHONE NOS. --BLK,RED,GREY,GREEN							
2AB	SPECIALIZATION: REGIONAL/FUNCTIONAL							
2C	RESPONSIBILITIES/PRIORITIES							
2D	PUBLICATIONS: TYPES/SERIES							
2E	OVERLAPS: PROFESSIONAL INTERESTS/INTELLIGENCE MISSION							
3A	REFERRAL GUIDANCE: SERVICE POLICY/PRIORITIES							
3B	ANALYSTS: RESPONSIBILITIES/NAMES/PHONE NOS.					4A	FILES: NAME/CODE NO.	
3C	OTHER PERSONS WITH FILE ACCESS							

	VALIDITY DATE		REVIEW DATE	COMMENT	
5A		5B		5C	

ANNEX 3:
COMPONENT PROFILE